Royal Mail Stamps & Collectibles Terms & Conditions

These terms will apply to any contract between you and us for the sale of products to you. They explain our duties to you and your duties to us for each product we agree to provide to you.

Whenever you order a product from us you should carefully read and understand the terms applicable to that product. If you do not agree to the terms, you should not order that product.

1. Product Description

1.1 Although we try to display products accurately in our publications and on our website, products and packaging may vary slightly from those images. As many of our postage stamp products are torn by hand they will be subject to variability (for example in the perforation or specific cylinder or sheet position) but we do not believe that this affects the quality or authenticity of our products.

1.2 Products are subject to availability. We will inform you as soon as we can if a product is not available, without affecting any of your rights in these terms.

1.3 Magazine subscriptions are for 12 months unless stated otherwise. The first issue of a magazine subscription will be dispatched within two months of our receiving your order where the subscription is for a monthly or less frequent magazine.

1.4 Where you order a personalised product please double check your order carefully to check that all details are correct. It is up to you to make sure that the content you have provided to us for a personalised product is correct. By providing content you permit us (and our third party suppliers) to use, reproduce and modify the content solely for the purposes of providing the products to you.

2. How we will use your personal information

2.1 Our privacy policy explains what personal information we collect about you when you place an order. You can access the privacy policy by visiting royalmail.com/privacy-policy or contacting us.

2.2 When you order a product provided by a third party supplier we may supply your personal information, including your name, address and contact details, to the third party supplier so that they can fulfill your order.

2.3 We (but not any other third parties) may use your personal information to give you details about new products which we feel may be of interest to you. If you do not wish for us to use your personal information in this way please tell us when placing an order or at any time by contacting our customer services team.

3. Placing an Order

3.1 You place an order when you confirm the products you want to buy on the telephone; in writing or using an order form in one of our publications but a contract is not formed until the order is accepted by us. This happens when we confirm that we have received payment for the order or when we dispatch the order for delivery, whichever is the earliest. We may decline to accept an order, cancel an order or withdraw a product from sale at any time. If this happens we will refund any money you have paid to us for that order.

3.2 You can change your order at any time prior to despatch of your order by contacting us other than for personalised products which we may not be able to change after the order is accepted by us.

4. Price and Payment

4.1 The purchase price of products will be our stated prices at the time your order is accepted (as set out in our publications or on our website from time to time or confirmed to you on the telephone or in writing) and unless stated otherwise includes UK VAT (where applicable). The prices for products exclude delivery costs which will be added to the total amount due. All purchases will be in £ sterling.

4.2 Our prices may change at any time, but price changes will not affect orders which you have already placed (except where you have set up a regular order).

4.3 All mint stamps which are not part of another product are sold at face value unless we tell you otherwise when you order. We may choose not accept large orders for mint stamps prior to a public tariff increase.

4.4 If we discover an error in the price of products you have ordered we will inform you as soon as possible and give you the option to either confirm your order at the correct price or cancel your order. If we are unable to contact you we will treat the order as cancelled. If we or you cancel your order for this reason and you have already paid, you will receive a full refund.

4.5 For orders by post, telephone or internet, we will take payment from you at the time you place your order. For account customers, you will be told about the time for payment in accordance with our account terms. We do not accept payment in cash.

5. International Customers

5.1 Where customs, legal or regulatory restrictions apply we may not be able to deliver to certain destinations outside of the UK.

5.2 Our products are sold on a delivery duty unpaid basis. You may have to pay import duty, taxes, fees or levies or a formal customs entry fee prior to or on delivery.

5.3 It will be your sole responsibility to comply with any export controls or sanctions rules applicable to goods supplied to you.

6. Delivery

6.1 We aim to deliver all products in the UK within 5 working days of receiving your order and may make delivery in installments. However, the time taken to deliver products will depend on availability, the type of product purchased and the delivery option(s) available. Where delivery is likely to take longer than 30 days we will notify you with the likely delivery time and you may cancel the order and receive a full refund.

6.2 Ownership of the products will transfer to you once they have been delivered to the address specified by you or to someone specified by you to take delivery of the products.

6.3 Where we are unable to deliver your order, we will leave a note at the delivery address. It is your responsibility to arrange for your order to be re-delivered or collected. If an undelivered order has not been claimed within 18 calendar days we will assume that you have returned the products and you will receive a refund when we have received the goods at our returns office.

7. Cancellation and Returns Process

7.1 Except in the case of personalised products, you may return products or cancel your order for any reason by telling us or returning any products along with proof of purchase. Please call us on 03457 641641 or email philatelic.enquiries@royalmail.com so that we can help you with your cancellation or return.

7.2 Where you return products because they are incorrect, there are excess products or you tell us that products are missing from your order please tell us within a reasonable period of time and return the products as soon as possible we will either refund or replace (at our expense) any incorrect or missing products and refund the reasonable cost of return. Please call us on 03457 641641 or email philatelic.enquiries@royalmail.com so that we can help you with your cancellation or return.

7.3 Where you return products because you are not satisfied with the quality of the products, or if the products are damaged please tell us within a reasonable period of time and return the products as soon as possible we will refund or replace (at our expense) any damaged or unsatisfactory products and refund the reasonable cost of return. Please call us on 03457 641641 or email philatelic.enquiries@royalmail.com so that we can help you with your cancellation or return.

7.4 Where you cancel or return your order without giving us a reason please tell us within 30 days and return the products as soon as possible we will refund the cost of the products. To cancel or return orders, please call us on 03457 641641 or email philatelic.enquiries@royalmail.com so that we can help you with your cancellation or return.

7.5 You will need to use a service which provides proof of postage when returning products to us so that we can still refund or exchange the products. Please take care when returning products to us, as we may not accept returned products that are damaged or lost in transit. Our address for returns is Philatelic, Royal Mail, Tallents House, 21 South Gyle Crescent, Edinburgh EH12 9PB.

7.6 If we do not hear from you within 30 days of delivery we will assume that you are satisfied with your products.

7.7 You can cancel subscriptions and regular orders of products over a set period of time (e.g. monthly Stamp Collections) by giving at least 30 days' written notice. After 30 days, no further payments will be taken by us.

7.8 Where there are persistent claims for replacement products from the same customer, we may choose to refund and not to issue a replacement order. We may also choose not to accept further orders from those customers in future.

7.9 We cannot accept returns of orders for periodicals or personalised products where there is no reason to return them, but this does not affect your right to return products that are damaged or of unsatisfactory quality.

As a consumer, you have legal rights in relation to products that are faulty or not as described. These legal rights are not affected by your rights in the Cancellation and Returns Process or anything else in these terms. Advice about your legal rights is available from your local Citizens Advice Bureau or Trading Standards office.

8. Liability

8.1 Nothing in these terms and conditions will limit or exclude our liability for: death or personal injury caused by our negligence, or the negligence of our employees, agents or subcontractors (as applicable); fraud or fraudulent misrepresentation; breach of the terms implied by section 12 of the Sale of Goods Act 1978; or defective products under the Consumer Protection Act 1987; or otherwise affect any of your statutory rights that cannot be excluded or limited.

8.2 We are only responsible for losses that are a foreseeable consequence of our breach of these terms and conditions. We have no liability to you for any failure or delay in complying with any of our obligations under these terms due to anything you (or anyone acting on your behalf) do or fails to do or due to events which are beyond our reasonable control.

8.3 We will not be liable to business customers for any direct or indirect loss of revenue, profit or consequential loss in contract, tort (including negligence), breach of statutory duty or other loss.

8.4 For business customers, other than as stated in the first paragraph of this section, our maximum liability in contract, tort (including negligence), breach of statutory duty or other loss will be the cost of your order.

9. Account Terms

Royal Mail offers a scheme that allows you to pay for qualifying products using an account. You can set up an account by telephoning our customer services team.

You can maintain your account with us in the following ways:

9.1 by using a pre-paid account.

9.1.1 This means that you will pre-pay amounts into the account to maintain a credit balance which you can use to pay for products. You can make pre-payments by telephoning our customer services team on 03457 641641. We do not accept payment in cash.

9.1.2 We will send you regular statements at least 10 days before any payment is due confirming the balance of account and you can contact our customer services team at any time who will tell you your balance.

9.1.3 You must ensure that the balance on your account is sufficient to pay for any products you wish to purchase. If there are insufficient funds in your account we will not be able to complete your order until you either top up your pre-pay account or pay the balance using one of the forms of payment accepted by us and the product you order may no longer be available.

9.1.4 If you do not use your account for 12 months or longer we will contact you to remind you of your balance. If you still do not use your account for a further 12 months or longer we will assume that your account is no longer active and attempt to refund the balance of your pre-paid account to the bank account from which we received the money. Where we are not able to transfer the balance to your bank account we will retain it for a further 12 months and then close the account and retain the balance.

9.1.5 You can cancel your pre-paid account with us at any time by contacting our customer services team. If you cancel your pre-paid account the balance of your pre-paid account will be returned to you.

9.2 by using a variable direct debit

9.2.1 This means that you will set up a direct debit with us, and the amounts debited on each occasion will vary depending on the number of products purchased/ upcoming products to be purchased. We will notify you at least 10 days in advance each time a debit is due to be taken from your account.

9.2.2 To use a variable direct debit you must have an account with us, have a valid bank or building society account and sufficient funds in that account to cover the debit. You are responsible for ensuring that we are notified of any changes to your bank account details. If you do not notify us of a change or if you do not have sufficient funds in your account then we may decline to accept payment for products using your variable direct debit account.

9.2.3 Your variable direct debit will be covered by the direct debit guarantee which means that any money debited in error will be refunded to your bank.

9.2.4 Direct debit instructions expire if not used periodically. If you do not use your account for a period of 12 months we will contact you to remind you of your account. If you still do not use your account for a further 12 months or longer we will assume that your account is no longer active and close your account.

9.2.5 You can cancel your variable direct debit account at any time by notifying your bank and us.

9.3 by using a continuous payment authority

9.3.1 This means that you authorise us to take payments from your debit or credit card when you set up a regular order. You may only use a continuous payment authority with a regular order.

9.3.2 When we set up your continuous payment authority we will need to take a deposit of £1 which will be refunded once your continuous payment authority is set up.

9.3.3 The amounts you pay on each occasion will vary depending on the number of products purchased/upcoming products to be purchased. We will notify you at least 10 days in advance each time a payment is due to be taken from your account.

9.3.4 You are responsible for ensuring that we are notified of any changes to your debit or credit card details. If you do not notify us of a change or if your debit or credit card is declined then we may decline to accept payment for products using your continuous payment authority account.

9.3.5 If you do not use your account for a period of 12 months we will contact you to remind you of your account. If you still do not use your account for a further 12 months or longer we will assume that your account is no longer active and close your account.

9.3.6 You can cancel your continuous payment authority at any time by telling us.

9.4 Our responsibility and liability to you in respect of any account will be to provide the products ordered to you under these terms and conditions and refund any unspent balance for a pre-pay account.

9.5 You agree not to hold us responsible for banking charges incurred due to payments made by direct debit or continuous payment authority.

9.6 All accounts are subject to status and we reserve the right to carry out checks on the information that you provide when setting up your variable direct debit or continuous payment authority account using third party credit agencies.

9.7 You can access information about your account by contacting our customer services team.

9.8 We can withdraw our account service by writing to you giving you 14 days' notice.

10. Regular Orders

10.1 When you set up an account with us you can request that automatic orders are made for selected products when they are released throughout the year. This means that selected products will be ordered and paid for using your account automatically. We will notify you at least 10 days' in advance of each issue of what products are due to be dispatched to you and what payments will be taken.

10.2 You can cancel or change your regular order at any time by contacting our customer services team. Please allow 30 days for any cancellation or change to be processed.

11. General

11.1 We may change and update the terms from time to time and will publish changes on our website and recommend that you read the most up to date terms each time you order. By continuing to order, you will be deemed to have agreed any changes or updates in our terms.

11.2 We intend to rely on these terms in relation to the contract between you and us and no other person shall have any rights to enforce them. If any of these terms are found to be invalid this shall not affect the remaining provisions. No waiver by us of any term shall be deemed to be continuing or a waiver of any other term.

11.3 Please send, notices and complaints in writing addressed to Philatelic, Royal Mail, Tallents House, 21 South Gyle Crescent, Edinburgh EH12 9PB, or by email to philatelic.enquiries@royalmail.com. Sometimes products are provided by a third party supplier. Where this is the case, we may refer you directly to the third party supplier in order to process your query more effectively. We will inform you if that is the case but your rights under the contract will not be affected.

11.4 English law will apply to these terms and the relevant courts of England and Wales will have exclusive jurisdiction in relation to these terms.